

Training managers as a strong lever to develop a safety culture based on Organisational and Human factors (OHF)

In 2015, SNCF Public Group said its ambition to achieve safety performance jump with the safety excellence program PRISME structured on several development axes. Strengthening the integration of OHF in all safety management dimensions constitutes a transverse action at all these axes.

The training of managers is one of the more substantial projects of this action.

The purpose of this communication is to present:

- The OHF training themes towards the managers
- The organisation of deployment to deliver these courses
- The link of this action with other OHF projects

The aim is to improve safety through four levels of objectives:

1. Elicitation of awareness on the need to develop risk management ways and means at SNCF, in a lucid sense of human reliability, complexity of situations and hazards.
2. Acquisition of a common base of OHF knowledge including the following topics:
 - o Common vision on human performance
 - o Analysis and Management of safety rules misuses
 - o Knowledge of the field realities
 - o Increased awareness of the risks of human behaviour at all levels (field operators, managers, designers, experts ...)
3. Integration of a OHF vision in managerial situations and in safety management practices
4. Ability to promote, facilitate and support the OHF implementation in your own environment thanks to tools and homogeneous practices (just culture approach, reliability behaviours techniques...)

The population is whole of SNCF Group executives and supervisors with management responsibilities that is 34.000 people.

Several categories of people are distinguished:

- Executive directors and members of the Executive Committee
- Directors
- Managers
- Designers
- Other executives

Each category of persons has been the object of a specific training action in terms of modalities, contents and deadlines.

The training system is made in 3 steps to enhance the acquisition of the messages: a pre internet based learning, a traditional face-to-face learning and a post internet based learning.